COT Frequently Asked Questions

Choose from the topics listed below to view relevant questions regarding COT's support.

Acronyms	Agency Contact Memos	Badges	Billing	Communications
Computer	Consulting	Contracts	Disaster Recovery	DNS
DSL	Email	Employment	Encryption	Fax
Firewall	Forms	Gartner	Help Problem	Internet
KIH	Mainframe	Meetings	Network	News
Online Services	Outage	Password	Presentations	Printing
RAS	Reports	Security	Services	Standards/Policies
Telephone	Video Conference	Virus	VPN	Workstation

Acronyms - Trying to find the meaning of a COT acronym?

- See COT Acronyms

Agency Contact Memos - How do I find an agency contact memo by year?

- A list of agency contact memos released by COT from 1994 until present is available at: Agency Contact Memoranda

Badges - Do I have to pay to get another COT security badge?

- Not at this time. However, a record is kept of any reprints made.

Badges - How do I obtain a COT Security Badge?

- As a new employee or contractor, you must first have your supervisor fill out a Request for Security Badge Access, COT-F019. If you are a vendor, the COT supervisor that you will be working for should fill out the form. The signed form needs to be brought with you to the photograph session. Your photo will be taken at the 1266 Perimeter Park. You can contact Cathy Hall via email or phone (564-8782) to arrange an appointment time.

Badges - I scan my badge when entering a building; do I have to scan my badge when exiting?

- In order to keep accurate security logs of access to COT facilities, each COT badge holder is required to scan their security badge upon entering the building. If the door is already unlocked and open, each employee must still scan his/her badge at the proximity reader. It is not acceptable to "piggyback" into the building on another's badge. Cold Harbor staff must also scan their badges when exiting the facility.

Badges - What happens if I lose my COT security badge or it breaks?

- If you cannot find your badge, you should contact Cathy Hall (564-8782) as soon as possible. Your badge needs to be disabled while you try to find it to ensure no one enters the building under your name. If you are positive that the card has been lost or damaged, a new one will be reprinted for you. You can pick it up at 1266 Perimeter Park.

Badges - What must I do about my badge if my primary work location changes?

- The same procedures as requesting additional access should be followed. Once again, you will need to have your supervisor fill out a [Request for Security Badge, COT-F019](#). Since you are already in the badge database, you do not need a new photo. It will be reprogrammed when the paperwork has been received. The form can be faxed to Cathy Hall at (502) 696-8029 or sent through messenger mail to 1266 Perimeter Park, Frankfort.

Badges - What must I do if I need access to other COT buildings other than my primary work location?

- You will need to have your supervisor fill out a new [Request for Security Badge Access, COT-F019](#) and mark the box "Change in badge access." Since you are already in the badge database, you do not need to bring your badge back to Security Administration Branch to have it reprogrammed. It will be reprogrammed when the signed paperwork has been received. The form can be faxed to Cathy Hall at (502) 564-8029. BE SURE TO MARK ALL DOORS YOU NEED ACCESS TO (NOT JUST ADDITIONS).

Badges - Whom do I contact to make an appointment for a COT security badge?

- Call Cathy Hall at (502) 564-8782. or send email to: [COT Badge Access](#)

Billing - Who can I contact about my COT bill?

- If you have questions about your COT bill, please contact Nancy.Haggerty@ky.gov in the Finance Cabinet, Administrative Support Services, or call at 502-564-9880.

  If you have a technical billing question about a particular service, the area that provides that service should be contacted.

Communications - How do I set up a conference call?

- Audio Conference Call Service is provided in two distinct ways. [See Telephone/Voice Conference](#)

Computer - Where can I find my computer workstation name?

- The procedure for finding your computer name varies on the operating system you are using. Please check with your agency's IT department or IT administrator for additional help. If you are using a "Dumb" Terminal (Telex model), your NODE NAME can be found on the Kentucky Statewide Network menu. This is the main menu screen you see when you power on your equipment. If you are using a PC (Gateway, Compaq, Dell) - If you are using a PC (Gateway, Compaq, Dell) - click START > Settings > Control Panel > System > Network > Identification Tab > Computer Name.

Consulting - How do I find out about COT's project management and consulting services?

- The Office of Application Development (OAD) provides comprehensive systems analysis, design, and development services, and applications consulting services to state agencies. OAD provides a wide range of cost effective solutions, including: automation of new services, integration of diverse management systems, and enhancement of existing systems. They support a broad range of technical environments across the Commonwealth including: Windows NT, Unix, and Z/OS using many languages - Java, VB, .Net, Cobol, SAS, and more. See the [Guide to Services - Consulting, Development](#)

Contracts - How do I bid on a state IT contract?

- Go the [eProcurement Finance Website](#) to register as a state vendor and look up bid opportunities.

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Disaster Recovery - How do I order back up or disaster recovery services?

- See COT's [Disaster Recovery Media](#)

DNS- Am I eligible to use the Commonwealth's DNS service to host my domain name?

- Any entity eligible for and subscribing to the Kentucky Information Highway (KIH) services may take advantage of the state's DNS hosting services. The eligibility requirements are contained in [KRS 45A.605](#). [More](#)

DNS - For the Commonwealth to host an Internet domain name, how do I acquire that name?

- If you are registering a name in the ky.gov domain name space, you may register it directly with COT.
  [More](#)

DSL - (Billing/Costs) - Am I charged for the time my modem or computer is online?

- DSL usage is unlimited. You will not have to worry about how long your modem or computer is in use or turned on while you are using DSL. Additional usage charges may apply if you are using your dial-up connection.

DSL - (Billing/Costs) - What does DSL service cost?

The KIH providers' service fees will be as follows:

- DSL cost is $49.95 per month for line charge and $204 per month for the backbone/access charge. The DSL BellSouth charge will appear on the agency COT bill.

- Only the KIH2 providers offer the $49.95 rate. They are: Alltel, Ballard Telephone Cooperative, BellSouth, Brandenburg Telephone Co, Cincinnati Bell, Coalfields Telephone Co, Mountain Telephone Cooperative, North Central Telephone Cooperative, Peoples Rural Telephone Cooperative, South Central Rural Telephone Cooperative, TDS Telecom Hyden, Duo County Telephone Cooperative, Foothills Telephone Cooperative, Highland Telephone Cooperative, Logan Telephone Cooperative, TDS Telecom Lewisport, TDS Telecom Salem, Thacker-Grigsby Telephone, West KY Rural Telephone Cooperative.

- DSL access and the appropriate communications equipment will be acquired via a [Procurement Request Form, COT-F180](#) form in the same way traditional business class connections are procured.

DSL - (Billing/Costs) - What will the charges on my first bill look like and who will send my bill?

- The bill will come from COT and will be prorated based on the installation date. Any questions regarding the COT bill should be directed to customer.billing@ky.gov. COT will not charge any set-up fees under the pass-thru charge. If there is a one-time fee, it will appear elsewhere on the bill.

DSL - (Features) - Does voice service come bundled with DSL service?

- No. Although DSL uses the same phone line for voice and data service, the DSL monthly rate does not include the cost for voice service or the underlying telephone line.

DSL - (Features) - If I use KIH Frame Relay services, can I replace them with DSL?

- Yes. Although it should be noted that DSL service does not deliver the same level of service availability assurances. Sites could be inoperable for extended lengths of time if issues arise. These must be provisioned through COT as any other network connection would be.

DSL - (Hardware) - What equipment do I need for DSL access?

- The following equipment will be a part of the service:

  o Telephone Company supplied DSL service and compatible modem.

  o COT supplied router etc.

  o DSL filters, which enable your telephone to be "split" to separate voice and data transmissions without the line interference.

- DSL access and the appropriate communications equipment will be acquired via an [Procurement Request Form, COT-F180](#) form.

DSL - (Ordering/Activation) - How do I order DSL service?

- COT will provision DSL services using the same [Procurerment Request Form, COT-F180](#) process that Frame Relay is provisioned through today. Although there are many different areas included within various telephone companies' coverage areas throughout the state, COT will be responsible for procuring DSL, if available, for your specific site.

DSL - (Security/VPN) - How secure is DSL?

- DSL provides Internet connectivity, and is therefore not secure. Individuals using DSL should install a firewall and maintain current virus software on their workstation. Because DSL is an "Always On" connection, your workstation is vulnerable to attack even though you are not using it.

DSL - (Security/VPN) - Do I need antivirus software?

- Workstations connecting to the state network by VPN tunnel must run an up-to-date version of McAfee anti-virus software.

DSL - (Security/VPN) - What is a VPN and what are some of the security features?

- VPN or virtual private network, is a service that allows users to create private connections to the Kentucky Information Highway (KIH) from the Internet. Customers are authenticated into the KIH network by supplying a special Username and Password.

- VPN is designed to provide secure, encrypted communications between the state network and a remote workstation over the Internet or other public or private networks. Data is encapsulated in a tunnel and the data being transported is encrypted making it unreadable if intercepted.

DSL - (Security/VPN) – Why is VPN used in the state network?

- VPN can be used in place of the remote access dial up connections to provide access to remote users and telecommuters who already have access to the Internet. This is for agencies that have mobile or remote employees but are concerned about the potential security risks of confidential information being intercepted. VPN will also allow internal customers the ability to have a secure connection to the mainframe.

DSL - (Security/VPN) - Why do I need VPN?

- Some state resources are restricted to users within the Commonwealth's private network. These resources are only available to computers inside the state network. VPN allows users outside of the network to appear as if they are physically inside the network. VPN provides a more secure access along with the ability to pass through some firewalls if necessary.

DSL - (Security/VPN) - How do I sign up for a COT VPN account?

- Follow normal procedures via the [Procurement Request Form, COT-F180](#).

DSL - (Security/VPN) - How secure is VPN?

- Data between the state network and your workstation is transported through an IPSec tunnel with encryption. For added security against attacks, the encryption key is changed at periodic intervals to minimize the possibility of someone finding your encryption key.

DSL - (Security/VPN) - Who needs VPN access to the state network?

- VPN is not required to check mail via Outlook Web Access or to access public web servers. If you are accessing restricted business services, or sensitive data, you will probably require VPN.

DSL - (Security/VPN) - Should I run a personal firewall?

- Personal firewall software or a hardware device is recommended. If your workstation is compromised and connects via VPN as a trusted host, the state network could be compromised as well. Because DSL is an "Always On" connection, your workstation is vulnerable to attack even though you are not using it.

DSL - (xDSL/ADSL) - Will DSL work with other services, such as ISDN?

- DSL is only designed to work with voice grade circuits over copper cable facilities, so it is not compatible with ISDN. DSL is compatible with Direct Data Services (54/54 kilobits per second) and standard analog telephone services.

DSL - (Speed) - How fast is DSL/ADSL?

- Speeds for DSL/ADSL vary per service provider. Typical speeds could range from maximum connection speeds of up to 1.5mbps downstream and up to 256 Kbps upstream for DSL service and up to 8 Mbps downstream (to the user) and up to 1 Mbps upstream for ADSL service, depending upon line length and loop and line conditions. However, throughput speeds experienced could be lower than connection speeds based on factors such as the distance between your home and your local telephone company; the condition of your line; traffic on the network and the Internet; and the performance of servers hosting Web sites you visit, among other factors. BellSouth and the Consortium are negotiating to add additional higher speed option to the KIH2 contract.

DSL - (Speed) - How can ADSL be so much faster than a modem when it uses the same phone line?

- Analog modems send their signals through the public switched telephone network, the same one that connects ordinary telephones. ADSL modems "piggyback" their signals on top of the voice signal. On the phone company's premises, the line gets split - the voice calls are sent to the public switched telephone network, and the data transmission goes to the Internet. This method moves data off the phone companies' lines and instead uses connections optimized for carrying Internet traffic.

DSL - (Speed) - Will DSL connect near maximum speed, or be like my 56K modem that doesn't?

- At ADSL speeds, the limitations are much more the performance of the DSL is an "always-on" connection, and utilizes networking technologies above what the standard analog modem does. Therefore its connection speed is constant and not negotiated. The Internet is a loosely coupled network of computers that are transmitting data by different methods through different computers at different speeds, so the speed you receive data with an ADSL modem is limited by these factors.

DSL - (Support) - Who do I call if I'm having problems with my DSL connection?

- Support issues should be directed to the [Commonwealth Service Center](#) or call (502) 564-7576.

DSL - (TCP/IP Addresses) - What is a Dynamic TCP/IP address?

- A TCP/IP address enables a computer to be identified on the Internet while the user is on-line. Having a dynamic IP address means that each time that device accesses the Internet, it will have a different address. There is no need for the user to take any action to set up this address each

time he or she goes online. The user has a different IP address each time they log onto the Internet.

DSL - (TCP/IP Addresses) - What is a Static TCP/IP address?

- A static TCP/IP address does not change. This address remains the same every time a user logs onto the Internet. Because it is a "fixed" address, it is easier for other Internet users to locate and connect to the hosting computer. COT requires all KIH DSL customers to obtain a static IP address from their provider. With KIH being a private, secured network and the Internet (the transport mechanism for DSL) having no inherent security, provisions must be made to ensure that all connections are coming from only properly identified sources. VPN connections provide the security and VPN requires a static IP address.

DSL - (xDSL/ADSL) **-** What is xDSL/ADSL?

- xDSL is the name that is commonly used for the family of digital subscriber line technologies ranging from HDSL through to VDSL. DSL (Digital Subscriber Line) is a technology for transmitting digital information at high bandwidths on existing telephone lines to homes and businesses. DSL simultaneously accommodates both analog (voice) and digital data on the same line. Unlike regular dial-up telephone services, DSL provides a continuously available connection.

- ADSL (Asymmetric Digital Subscriber Line) is asymmetric in that it uses most of the channel to transmit downstream to the user and only a small part to receive information from the user. ADSL is generally offered at varied downstream data rates. Upload speeds are also varied. This is useful because many users of the Internet receive much more data than they send.

DSL - (xDSL/ADSL) - How does ADSL work?

- ADSL works by splitting the phone line into two frequency ranges. The frequencies below 4 kHz are reserved for voice, and the range above that is used for data. This makes it possible to use the line for phone calls and data network access at the same time.

DSL - (xDSL/ADSL) - How does ADSL compare to cable modems?

- Cable TV companies around the country have implemented cable modem technology to offer their subscribers high-speed network access. The foundation of a cable modem system is the cable TV coaxial cable that extends in a BUS topology through residential areas. Subscribers attach to this cable that is shared among users in the same area. The cable BUS terminates at a head end where attached subscribers are typically linked to a fiber-optic transport system. Cable modems offer impressive speed and due to topology and repeatability of signaling, have no prohibitive distance limitation.

DSL - (xDSL/ADSL) - How does DSL support both voice and data on the same line?

- A device called a "splitter" assigns voice and data transmissions to different frequencies. Digital bits travel on the inaudible frequencies of your phone line. That keeps them separate, and that's why all the signals - voice and data - can work in parallel without colliding with each another. A DSL modem spreads signals over many frequencies on the line, carrying many times more information than with a dial-up modem.

DSL - (xDSL/ADSL) - What is ADSL used for?

- Faster Internet access
- Faster access to local area networks (LANs) for teleworkers or remote branch offices
- Applications that require quick, efficient-downloading capability.

DSL - (xDSL/ADSL) - What is the difference between an ADSL modem and a standard modem?

- A conventional modem allows data transmission over a telephone line, but the phone line cannot be used for voice calls or fax while the modem is being used. ADSL allows the simultaneous use of voice and data, so users can make phone calls or send and receive faxes at the same time the line is being used to access the Internet or a network. Unlike a standard modem, an ADSL modem is "always on".

DSL - (xDSL/ADSL) - What sort of applications will benefit most from ADSL?

- Internet Access
- Telecommuting
- Distance Learning
- Remote LAN Access
- Small Office / Home Office
- SOHO Video-on-Demand

DSL - (xDSL/ADSL) - Why is ADSL called "asymmetrical?"

- The downstream data rate is larger than the upstream data rate. Some DSL service is deployed using balanced transmission (symmetric), meaning the upstream data rate (subscriber to NSP) and downstream data rate (NSP to subscriber) are the same. Asymmetrical Digital Subscriber Line service is asymmetrical which means the downstream data rate -- from the Network Service Provider (NSP) to the subscriber -- is always larger than the upstream data rate.

DSL - (xDSL/ADSL) - Will ADSL work with my computer?

- Yes, and the newer the computer the better the performance. There are two types of ADSL modems, internal and external. Internal modems are cards that are installed inside your computer via a PCI plug-in card. External modems can be connected to your computer via a USB, 10BaseT, or other networking interface. If your computer is already configured to operate on a local area network (LAN), it will have an interface that can connect to an external modem. If you do not have an internal modem or a network interface, you will need to get one.

Email - Can I block unsolicited email from a particular email address?

Several methods for Outlook can be used to filter out the email addresses of senders of unsolicited email:

- On the Outlook standard toolbar, click the Organize button.
- Click on Junk Email.
- Click the underlined phrase click here.
- In the second bulleted item, click Edit Junk Senders or Edit Adult Content Senders.

- Click on ADD to add an email alias or a domain of a sender. You can also review, edit, or delete entries from the list. If you should need further assistance, please contact your network administrator or other technical support resource.

Email - How can I expand my email mailbox limit?

- Visit our [Enterprise Messaging](#) Service offerings.

Email - How can I filter unsolicited or unwanted email from my Outlook Inbox?

- Microsoft Outlook can be configured to automatically remove unsolicited mail from your Inbox. By following the steps below, Outlook will take any email that meets the criteria specified by Microsoft and move it to a Junk Email folder:

  1. On the Outlook standard toolbar, click the Organize button.

  2. Click on Junk Email.

  3. In the bulleted items for Junk and for Adult Content messages, in each of the first lists, click move.

  4. When you click move, the second list on each line will change from a list of colors to a list of folder destinations. You can leave the default destination Junk Email or choose Deleted Items or Other folder.

  5. Click Turn On to enable the feature. If you should need further assistance, please contact your network administrator or other technical support resource.

Email - How can I prevent receiving unsolicited, unwanted email?

- Use your work email account for regular business purposes only. Use a separate, personal email account for giving out online (i.e. online shopping, website forms, posting to newsgroups -- basically, anything that you have to "sign up" for.) Before signing up for something online, if you see a 'privacy policy' posted, read it. Find out if they are going to share or sell your address. If there is not a policy posted, first decide if you trust that site before giving out your address.

- Also do not reply to or acknowledge any unsolicited email you receive. Do not click on the links they provide no matter how tempting. Do not provide your email address on your website. There are bots (automated scanning processes) that constantly surf the web harvesting email addresses. We realize this is not ideal for everyone, so if you do want your email address on your site, you may want to turn it into a graphic instead (bots can't read the text on graphics), or use a non plain-text version of the email posted (ASCII codes are roughly 80 percent effective). Do not respond to "REMOVE ME FROM YOUR LIST" features unless it is a reputable company. All that will do is let the sender know your email address is active and your name might then be resold repeatedly. Report unsolicited email by completing the [Security Incident Reporting Form, COT-F012](#).

Email - How do I establish a global email group?

- For security reasons, all requests concerning email must come through the approved technical contact for the agency. Contact your agency's approved technical contact and tell them you would like a global distribution list. You will need to provide the name of the list as well as who the owner should be. The Contact will submit the request to the Commonwealth Service Desk for you following established procedures. Only those names appearing in the global address list can be added to a global distribution list.

Email - How do I get an email account?

- Visit our Email service offerings. Enterprise Messaging

Email - How do I get my email if I've transferred from one state agency to another?

- Visit our website or see "more". Enterprise Messaging

Email - How do I get my email mailbox or deleted email restored?

- Because of the time and complexity involved, email restoration is currently a billable service. Enterprise Messaging

Email - How do I get my information updated in the global email address list?

- Contact your agency's technical contact and give them the new information. The contact will submit the change to the COT Email Team following established procedures. Visit our Website. Enterprise Messaging

Email - How do I learn what is acceptable and not acceptable for email and Internet use?

- Read the Commonwealth's Internet and Email Acceptable Use Policy.

Email - How do I order a wireless email device (Blackberry)?

- To ascertain that you get the right device and service you need, it is best to contact your agency's Wireless Coordinator.

Email - Is COT doing anything to stop or reduce unsolicited email?

- COT has spam filtering in place. First, please advise your approved technical contact of the unsolicited email. Some emails may contain viruses. If the technical contact determines the email needs to be investigated further, they will need to open a ticket with the Commonwealth Service Desk. COT will review the ticket and determine what filtering needs to be done

Email - My email isn't working. What do I do?

- When you have an email problem ask the following questions: Can I open email? Can I send email? Can I receive email? Is this affecting everyone, or just me? Also check to see if you can get to the Internet. If the problem seems to only be with email, contact your local administrator to verify specific PC/Building issues. If they verify everything is working fine, contact the Commonwealth Service Desk phone:
502-564-7576 for further assistance.

Email - Sending an email, I get the message "Your mailbox is over its size limit". What do I do?

- You will need to empty your Sent Items and Deleted Items folders. If this is a constant problem contact your local administrator for assistance on how to decrease the size of your email or how to upgrade with [Enhance Messaging Service](#).

Email - Should I report frequent, unsolicited or inappropriate email (SPAM)?

- COT employees are required to report security incidents to the Division of Security Services, including the receipt of unsolicited email. A [Security Incident Reporting Form (COT-F012)](#) should be completed and sent to the Security Administration Branch. See page 37 of the SPPM for further information.

Email - What should I do if I receive unsolicited, unwanted email?

- It is policy for all COT employees and contractors to immediately report security incidents to the Security Administration Branch, including the receipt of unsolicited email, by filling out the [COT-F012 Security Incident Reporting Form.](#) This includes any inappropriate adult content such as porn website advertisements. All state agencies are also strongly encouraged to report the receipt of unsolicited email by filling out the COT-F012 and sending to the appropriate designated cabinet security contact.

Email - When receiving unsolicited email, should I use their "remove me from your list" option?

- No. Never respond to any "unsubscribe" or "remove me from your list" feature in the unsolicited email from non-reputable sources. Generally, all this will do is verify to the sender that your email is a valid address and the spammer may resell your address to other companies.

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Employment - How do I apply for a job at COT?

- COT is always interested in receiving resumes. However, hiring depends on the availability of open positions and COT staffing needs. The process also depends on whether you are applying for a classified (merit) position or an unclassified position. For merit positions, you MUST be on the [Personnel Cabinet](#) register for a qualifying position before you can be hired.

Employment - Where are job openings for COT listed?

- Positions for which COT is actively reviewing employee applications are on the [Personnel Cabinet's Home Page](#). Positions for which COT is requesting resumes can be found on the COT website in "Inside COT" at Employment.

Encryption - Can I change my password?

- Yes, in Outlook, navigate on the toolbar to Express, Options, User Profile, Change Password.

Encryption - How do I check the validity of the certificates used in the encryption process?

- Unlike other basic security e-mail solutions that expect users to manually check certificate validity, the E-mail Plug-in software automatically checks the status of certificates when sending and receiving messages.

- Unlike other basic security e-mail solutions that expect users to manually check certificate validity, the E-mail Plug-in software automatically checks the status of certificates when sending and receiving messages. The E-mail Plug-in instantaneously verifies the validity of both the sender and recipient and permits only trusted certificates to be used to encrypt and/or sign messages The E-mail Plug-in handles key and certificate updates seamlessly when certificates expire. In addition to certificates being automatically updated, the E-mail Plug-in updates the keys as well. This provides enhanced security in comparison to other basic e-mail solutions that simply update certificates without changing the underlying key security.

Encryption - How do I send an encrypted email?

- You can choose to encrypt a message by clicking on the "encrypt" toolbar button. The second button is used to place a digital signature on the email. Although this feature functions, please remember that these digital signatures contain no legal authority during the pilot program If you are not already logged into Entrust, you will be prompted to log in to encrypt and process the message. Receiving encrypted and signed messages is just as easy. Secured messages are identified in your inbox with distinct icons. Just open and read messages as you normally would. After you close the e-mail, the message stays encrypted in your inbox. If an unauthorized individual tries to read or intercept your messages, they would see a scramble of unreadable characters.

Encryption - How secure is encrypted email?

- Email is encrypted using the CAST-128 encryption algorithm. The sender using the recipient's public key generates a one-time symmetric key. This symmetric key is also encrypted, and the recipient's private key is necessary to decrypt the symmetric key used to encrypt the message. No one has access to the private keys that reside on the end-user computer. Private keys are encrypted using RSA-1024 encryption. This makes an encrypted email extremely secure.

Encryption - I forgot my password or need to reinstall the software, due to erasure or corruption.

- Passwords cannot be reset. Contact the [Commonwealth Service Desk](#) at 502-564-7576 to resolve these problems. The Entrust administrators will provide you with a new Reference Number and Authorization Number so that your profile can be recovered and new keys issued. This will allow you to create a new password. If the software needs to be reinstalled, your profile can also be recovered.

Encryption - I want to send an encrypted email to people that are/are not enrolled in the pilot?

- Entrust verifies each recipient's status prior to sending the message. If there are any recipients that are not enrolled in the pilot, you will be given the choice to send the message unencrypted to all recipients, or remove the non-participating.

Encryption - Is the Entrust Encrypted Email software compatible with my version of Windows?

- Entrust is compatible with all versions of Windows, and we have encountered only a few problems with the software during initial trials. If you are using Word as your email editor, the encryption

and digital signature buttons do not appear, and you will always be prompted to manually decide whether to encrypt every email you send. This issue can be corrected by choosing another email editor besides Word (Microsoft Rich Text Format (RTF) is recommended). This setting is located and can be changed by navigating in Outlook on the toolbar to Tools, Options, Mail Format, Message Format.

Encryption - To whom can I send encrypted email?

- COT is using Entrust Technologies' Entelligence Express for Outlook software to encrypt and verify participants in the pilot program. During the pilot program, support will only be provided for exchanging encrypted email among the other participants in the pilot program. Identity verification and key exchange is automatically and transparently provided for registered pilot users only. It is possible to send encrypted email to others not enrolled in the pilot program using the S/MIME encryption algorithm. COT is not providing support for this type of service during the pilot.

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Encryption - What happens to my encrypted emails at the end of the pilot project?

- You will be notified and given a short period of time to save any encrypted emails you wish to keep in a non-encrypted format after the end of the pilot. After this period of time, all encrypted emails will not be readable.

Encryption - What if I need to reinstall the software due to failure or corruption?

Contact the Commonwealth Service Desk at 502-564-7576. We will assist you in reinstalling the software.

FAX - How do I enroll in enterprise fax services?

- The process to request enterprise fax services is similar to the method to request e-mail accounts. However, fax services is an "add-on" to the EMS, and agencies do not need to submit an additional COT-F180 to enroll. Agency requests for fax services must be in the form of an e-mail message from the agency's designated technical EMS representative to the COT Email Team. The message must include a completed fax services spreadsheet template, available from the COT Email Team. , listing each mailbox that will require a fax number. The COT Email Team will assign a fax number with each mailbox listed and will complete the request within four hours. The assigned fax numbers will be listed on the spreadsheet template and returned via e-mail to the agency contacts for client notification and setup of the workstations for fax services.

FAX - How long will it take for faxes to transmit?

- COT has performed several tests and results, in a lab environment, yield approximately 60 seconds per page. Accordingly, long distance cost estimates are based on one (1) minute per page with a cost of 6-8 cents per minute for communication charges. However, in the production environment there are numerous additional variables to consider including number of fax users, time of day, complexity/information per page, conversion from Word/Excel to fax format, etc. The COT Email Team will monitor the system closely for performance and will make required adjustments to maintain at least a 5 minutes per page transfer rate.

FAX - How much do fax services over EMS cost?

- The cost of the service is $10.75 per month per telephone number assigned to enable fax transmissions and includes long distance costs associated with fax transmissions. If actual long distance fax usage exceeds projections, COT will review the service cost policy and make appropriate adjustments to insure that the expenses of the service are recovered. The fax server license purchased by COT allows the installation of 10 client licenses per physical or non-contiguous location. If an agency needs more than 10 client licenses, COT will purchase a remote site, client connector for the agency at a cost of $1,850, which will be inter-accounted back to the requesting agency. The connector allows an unlimited number of fax client licenses per physical site.

FAX - How will I be charged or billed for enterprise fax services?

- Each month a report will be run by COT to group and sum all assigned fax numbers by agency billing number listed on the COT-F180, Procurement Request Form. Fax service charges will be calculated and reflected on each agency's monthly COT billing statement with a function code of E90.

FAX - What are fax services over the Enterprise Messaging (e-mail) System (EMS)?

- The goal of fax services over the EMS is to provide a more efficient environment to deliver business fax services by enabling desktop fax functionality. Clients can send electronically prepared Word and Excel documents or scan paper documents to an electronic document (tif format) for transmission to conventional fax machines or other enrolled fax recipients on the EMS global address list (GAL). Enrolled clients can also receive faxed documents in their Outlook inbox from conventional fax machines and can be processed similar to any other message.

FAX - What are the procedures for problem solving regarding fax transmissions?

- COT strongly recommends OmTool's Fax Sr Client Installation and User's Guide to assist users with day-to-day fax functions. COT will purchase the guides for requesting agencies and inter-account the cost back to the requesting agency. OmTool's current pricing for the guide is $25.00 each. If the user's guide does not help, the fax user should contact their agency system administrator for trouble-shooting and problem determination related to the EMS fax services. If the agency administrator is not able to resolve the fax problem, the agency administrator should call the Commonwealth Service Desk at 502-564-7576. The appropriate COT Team will then work with the agency technical contact to resolve the Service Desk ticket.

FAX - What are the workstation requirements?

- Workstations must be Win98, 2000 or NT. XP has not been qualified by Omtool for Fax Sr and there are known issues.

FAX - What version of OmTool Fax Sr client is supported?

- The COT Email Team will support Fax Sr version 5.4.2.

FAX - Whom do I contact if I have additional questions about the new enterprise fax service?

- Contact the [Commonwealth Service Desk](#) at 564-7576 or email to [COT Fax Support](#).

FAX - Why do I need fax services over EMS?

- "The 20,000,000 fax machines currently in use worldwide demonstrate that businesses have accepted fax as an everyday part of office communication" (from International Computer Facsimile Association). Sending and receiving faxes represents a vital part of normal business functions. Issues and problems with access to a centralized fax machine, fax confidentiality, backlogs, paper jams, etc. can be eliminated by sending and receiving faxes from the desktop.

Firewall - Can a firewall be shared?

- Yes. There are network limitations and it has to be an agreed-upon rate for traffic going in and out of the firewall.

Firewall - Can a firewall perform Network Address Translation?

- While firewalls can perform Network Address Translation, services are broken by using it inside the Enterprise firewall; therefore, it is not used.

Firewall - Can external clients access certain resources behind the firewall?

- Yes, that can be done. They will need a static IP address assignment (i.e. not a DHCP pool assigned address). The firewall can be configured to allow them to only get to specific servers or to use specific TCP/IP services.

Firewall - Can I ping internal IP addresses from outside the firewall?

- Each agency can decide whether to allow this service into their site. In order to prevent a commonly used type of hacker attack, we do not allow anyone to ping into our network from the Internet.

Firewall - Can I telnet to an internal server from outside the firewall?

- Each agency can decide whether to allow this service into their site. As a general rule we do not allow telnet into our network from the Internet. An agency can submit a request to allow outside telnet access to any of their servers.

Firewall - Can we use private numbers behind our firewall?

- Yes, but they have to be administered by COT.

Firewall - How can I sign up for the firewall service?

- Agencies can sign-up for the service by completing a COT-F180, Procurement Request form and sending electronically to the Commonwealth Service Desk. COT will meet with agency contacts to discuss questions regarding the service. .

Firewall - What are the basic firewall service costs?

- Visit our Firewall Protection service offerings.

Firewall - What event logging is available?

- The firewall is capable of logging all connections to and from a protected network. This includes traffic that is accepted as well as traffic that is rejected. The firewall can log selected types of network traffic such as HTTP or Telnet. It can also log accepted and/or rejected network traffic. The amount of logging and what is logged is customizable by the agency to suit the requirements of the agency.

Firewall - What happens when someone tries to hack my firewall?

- Any hacker attack that the firewall stops will be reported in the firewall log. Some hacker attacks cause a slowdown in performance while others are almost unnoticeable. There are options to alert someone via pager or e-mail about the attempt. A hacker's ability to get into a firewall and the protected network depends on how tightly network access is controlled by the firewall. A more restrictive security policy provides more protection to a firewall and network.

Firewall - What is a network firewall?

- A firewall is a server and software that examines data entering or leaving a network and makes decisions about whether to pass the data to the next destination. The firewall makes those decisions based on a user-defined security policy.

Firewall - What is COT's platform for firewall servers?

- Tier 1 Firewalls use Checkpoint NG for firewall services. The Basic service consists of a hardware platform, firewall licensing, and implementation of the rule base requested by the agency.

  Tier 2 Firewalls use Nortel Contivity Firewall Feature for firewall services. The Basic service consists of a hardware platform, firewall licensing, and implementation of the rule base requested by the agency.

Firewall - What is included in the basic firewall service?

- Visit our Firewall Protection service offerings.

Firewall - What is the difference between a firewall and a proxy server?

- A firewall's primary function is to stop unauthorized access to or from a network. This includes all types of TCP/IP services (ex. Telnet, FTP, SNMP, HTTP). It can also do Virtual Private Networking (VPN). A proxy server's primary function is to improve network performance by memory and disk caching of commonly visited web sites. The caching of commonly visited web pages reduces

network traffic and provides better performance to proxy clients. A proxy server also hides the true IP address of clients behind the server and therefore provides some measure of network security. A proxy server also has a limited ability to filter web site content.

Firewall - What performance considerations will a firewall add?

- A firewall has to examine all TCP/IP network traffic and make decisions about whether to pass it or drop it. This does slightly increase the time it takes to transmit a data packet from point A to point B. If the firewall server is properly sized for the network traffic, then network performance should only be minimally affected.

Firewall - What protection does a firewall provide?

- A firewall can be configured to the customer's needs. Commonly secured services include restricted or prohibited use of IP services such as FTP, Telnet, TFTP, e-mail and web browsing. A firewall can protect against outside users from gaining access to internal sensitive data and it can also control what access internal users have to the outside. A firewall also provides logging and monitoring functions that can help determine when a network is being probed or attacked.

Firewall - Who decides what goes into the firewall security policy?

- The policy design is a team effort. The COT firewall administrators meet with representatives of the agency to develop a policy. The firewall administrators will explain some of the common things that are generally secured and then work with the representatives to develop a security policy for the agency. The agency ultimately owns responsibility and authority over the exact security policy that is in place.

Firewall - Why do I need a firewall if COT has one located at the Commonwealth Data Center?

- There is a diversity of security needs among state agencies. This diversity does not allow COT to configure the central site firewall with a tightly secured policy. The central site firewall only secures against common types of hacker attacks. COT continually improves the security of the central site firewall but it will never be able to provide the level that an agency level firewall could provide.

Firewall - Why would I want a firewall?

- While COT does maintain an Internet firewall, this firewall only provides basic network protection. State agencies have different networking requirements that do not allow COT to provide a highly secured network environment. A separate firewall with a much stricter firewall security policy is recommended for agencies that have highly sensitive data.

Forms - Where can I find a list of COT forms used by agency customers?

- If you are a COT agency customer, simply select the COT Forms link on the left column.

Gartner - How do I obtain a Gartner User ID?

- Please contact Charles Robb at 502-564-0422 ext. 305
  or email at: Charles.Robb@ky.gov. The Commonwealth has a limited number of IDs available.

Gartner - From whom do I request Gartner information or research?

- Please contact Charles Robb at 502-564-0422 ext. 305
  or email at: Charles.Robb@ky.gov. The Commonwealth has a limited number of IDs available.

Help/Problem - How can I find out about network outages?

- Is everyone affected, or just you? If everyone is affected, a larger scale problem may exist. Call the Commonwealth Service Desk and check the Alert Message. COT ALERT MESSAGES

Help/Problem Reporting - How can I tell if an outage affects me?

- Call the Commonwealth Service Desk at 502-564-7576 and listen for the Alert message. The Alert message will indicate who/what is affected. http://cot.ky.gov/help

Help/Problem Reporting - How do I report a problem?

- You can email the Commonwealth Service Desk or phone at 502-564-7576. More

Internet - How do I find my IP address?

- How you do this depends on the Operating System you are using. Please note: Some agencies do not have access to the COMMAND PROMPT.

- For Windows XP workstations:

  1. Click on the Start button in bottom left corner of your screen.
  2. Go to RUN and select.
  3. Type in CMD and click ok. This will take you to the DOS prompt.
  4. In the DOS prompt type "IPCONFIG" and hit enter.

Internet - How do I order Internet service?

- The required form, COT F180, Procurement Request, (instructions) for requesting to either connect to the KIH or to upgrade the current connection must be completed and sent electronically to: Commonwealth Service Center or mailed to: COT, Division of Client Services, Commonwealth Service Desk, 363D Versailles Road, Frankfort, KY, 40601. See the KIH Guide.

Internet - I can't connect to the Internet. What do I do?

- Are you having problems connecting to just one site or many? If it's just one site that won't load, it could be a problem with the site and not on your end. Check other Internet sites to see if more than one site is down.

- Were you able to connect to any/all/none of these sites? Also check your email. Can you access your email? Check with your co-workers. Are they having the same problem, or is it just you? If everyone is having this problem, it could be a communication issue. Contact your local administrator to verify any problems within your building. If they verify this is not the case, then contact the Commonwealth Service Center at 502-564-7576. If the Service Center is aware of any problems, there will be an Alert message. If there is no Alert message, then speak with a Service Center Analyst and advise them of what you know.

KIH - (Email/Ordering) - Will COT or local administrators set up our email connections?

- COT will establish the email entries into the Exchange mail server located in Frankfort. The Client portion of Outlook email service must be installed on each PC/Workstation. Contractor services provide the email support involving installation.

KIH - (Frame Relay Billing/Costs) - How many IP addresses will an agency receive on the KIH?

- As many as the agency needs and requests.

KIH - (Frame Relay Billing/Costs) - What are the Ongoing charges for Frame Relay KIH Connection?

- These charges are made up of three parts:

    o **Access Charge**- Charged by COT and includes access costs to the network and the services such as email, Internet, etc. The monthly charge also includes connectivity support 7 days a week, 24 hours a day. This cost is based on the number of devices to be connected.

    o **Backbone Charge**- Charged by COT and includes costs for support of the equipment involved in the network such as the router and CSU/DSU. This charge is primarily based on the line speed of the installed data line.

    o **Data Line Charge**- This is a charge by the Phone Company (network supplier). On our monthly ongoing cost chart for frame relay, an estimate is given for the charge. The phone company also adds an additional tax to this cost, so COT can only give an estimate. This charge is based on the speed of the data line installed.

For Ongoing Monthly Costs view the Frame Relay Ongoing Monthly Cost Chart.

KIH - (Frame Relay Billing/Costs) - Where do we get information about KIH Frame Relay billing?

- The basic make up of the Frame Relay KIH billing consists of two costs, the initial connection costs, and also the monthly ongoing costs. See web pages http://cot.ky.gov/kihconnection.htm and KIH Billing, Eligibility and Costs.

KIH - (Frame Relay Communications Lines) **-** I want a 56kb line connection, but we might upgrade.

- Be aware of your line speed needs. For the 56kb, the initial one time approximate cost for the router is $2,000 along with the CSU/DSU approximate cost of $1,000. This will total $3,000 plus your monthly ongoing costs. If you plan on upgrading from a 56Kb to a 128Kb or higher it is important that the customer understands for this upgrade a new CSU/DSU will be needed to insure compatibility, costing the customer another $1,500 dollars for the upgrade. To upgrade from a 128kb line or greater there is only an increase in your monthly ongoing costs. View the Frame Relay Ongoing Monthly Cost Chart.

KIH - (Frame Relay Communications Lines) – How does an agency upgrade Frame Relay Connections to T1?

- Complete the COTF180, Procurement Request Form and specify the desired line speed in item 15.

KIH - (Frame Relay Ordering) – How will I be able to add, delete, and change email users?

- Email accounts are created, supported and maintained by COT on COT's Exchange Servers. For more information contact: Commonwealth Service Desk - (502) 564-7576 or email the **COT Email Team**

KIH - (Frame Relay Ordering) – Where do I get information about the email client software licenses?

- The customer must license an email client for each user. The client options supported today are the Microsoft Outlook client or http access using a web browser such as Microsoft Internet Explorer 3.0 or greater and Netscape Navigator 3.0 or greater. This, along with other Microsoft software products is available on the state price contract with Software Spectrum. The contact is Chris Cline, email at: chris.cline@softwarespectrum.com or phone at (740) 587-0140.

- Estimate of the MS Exchange Client Access License (CAL) Ver. 2000 only for each desktop: $43.50. An additional cost estimate for the Maintenance and Upgrades for each CAL with a two-yr. Coverage: $36.40. COTemailteam@ky.gov

KIH - (Frame Relay Support) – My site is connected, who do I call with a network question/problem?

- Contact the Commonwealth Service Center at 502-564-7576.

KIH - (Support) - Can I use my local technical support expert?

- Yes, you can use a local support company for your requirements, but it's not advisable. Network Support Resources Contracts, as established by competitive bid, provide certified contractors/vendors on a statewide basis and adhere to the Commonwealth's IT Architectural Standards.

KIH - (Support) - Can support service contractors be put on retainer?

- Yes, numerous agencies have negotiated with the contractors for a fixed number of hours to be used for emergency type services or operational support requirements. Again, by negotiating with multiple contractors for your required services, you may create some additional cost savings and/or interoffice opportunities for extended support.

KIH - (Support) - Can we contract for frequent service support as needed at a reduced rate?

- Yes, the statewide support service contracts provide for a break-fix type scenario. Either can be negotiated as to your specific and timely requirements. Contract pricing is fixed per contract, but negotiable concerning specific customer requirements.

KIH - (Support) - Is there a way for me to know when planned network outages/changes are scheduled?

- Yes, the Weekly Change Control Schedule for planned changes is available to you on the Internet.

KIH - (Support) - What if I decide to use my own support services rather than state contractors?

- ▪ You must accept full responsibility for their actions or inactions. You will miss out on any leveraging of contractual services by not using the statewide contractors. Assurance that the contractor will follow the required architecture standards and procedures will be your responsibility as well all associated costs.

KIH - Does the state network deploy network filtering, such as blocking of news groups and email?

- ▪ Yes, COT has spam filtering in place. If you feel you are still receiving a large amount of spam, please advise your approved technical contact. If the technical contact determines the email needs to be investigated further, they will need to open a ticket with the [Commonwealth Service Desk](). COT will review the ticket and determine what filtering needs to be done.

KIH - Is there a fee for individual COT consultant assistance?

- ▪ General customer consultant services regarding connectivity are free. COT provides this to our customers as a Value Added Service at no extra cost. However, any detailed planning and/or consulting services will incur a charge.

KIH - Security is always important to us; what is our responsibility concerning file backups?

- ▪ All backups pertaining to agency LAN-related files are the agency's responsibility. All consolidated agencies or COT Managed servers will be backed up by COT. All centralized files using the COT mainframe or Exchange email services are backed up nightly, at no cost to the user.

KIH – What is our agency support responsibility? Where does the support responsibility start and stop for our agency?

- ▪ **For non-consolidated agencies:** COT has responsibility for the router connection back to the Wide Area Network (WAN). Your responsibility lies with everything on the local side of the router. This includes LANs, hardware and software. When local support technicians are not on staff, most agencies are contracting with support service contractors on state contract for the lower service rate offerings.

- ▪ **For consolidated agencies:** COT has responsibility to support all connections, including WAN, LANs, hardware and software.

Mainframe - Do you have any suggestions for mainframe passwords?

- ▪ See [Mainframe](). It is important to remember that all passwords should contain one of the following special characters: "#", "$", or "@". These are the only 3 special characters that RACF will allow. Also see [Mainframe Services/User ID Request (RACF) Access]()

Mainframe - Entering my RACF password is confusing. How does it work?

- ▪ The RACF id is a universal id, meaning that the password for that id is used everywhere the id is used, including CICS, IMS, TSO, KYNET, etc. [Mainframe Services/User ID Request (RACF) Access]()

Mainframe - I don't see requested changes for SDSF permissions, what's wrong?

- The changes to the SDSF Parms are completed immediately by Security Services after your request is received unless a new group has to be created.

Mainframe – How is a mainframe account obtained?

- Your Agency Security Contact (if you are in another state agency) will need to fill out a COT-F181 COT Network/Server Access Request Form and send it electronically to the Commonwealth Service Desk. This form is also needed to request additional permission after the initial account has been set up.

Mainframe - What software can I use to attach to the mainframe?

- Mainframe connectivity software for terminal emulation and file transfer (FTP) See Enterprise Standards: 3000 Network Domain

Meetings - Where do I find information about a COT event or meeting?

- On the COT website, there is a link to the IT Calendar which lists events and meetings that are of interest to our customers.

Network - How do I order a Data Line?

- To order a Data Line from fill out the COT Procurement Request Form, COT-F180.   See KIH Guide

News - How can I find out about Commonwealth-wide Technology News?

- Techlines is a monthly e-newsletter and Website covering Commonwealth technology stories.

Online Services - Who can help with moving a service(s) online or to an electronic process.

- The Office of Application Development (OAD) provides comprehensive systems analysis, design, and development services, and applications consulting services to state agencies. OAD provides a wide range of cost effective solutions, including: automation of new services, integration of diverse management systems, and enhancement of existing systems. They support a broad range of technical environments across the Commonwealth including: Windows NT, Unix, and Z/OS using many languages - Java, VB, .Net, Cobol, SAS, and more. See Guide to Services

Outage - How do I know if there's an outage?

- Is everyone affected, or just you? If everyone is affected, a larger scale problem may exist. Call the Commonwealth Service Desk at 502-564-7576 and check the Alert Message.

Outage - How do I tell if an outage affects me?

- Call the Commonwealth Service Desk at 502-564-7576 and listen for the Alert message. The Alert message will indicate who/what is affected.

Password - How do I reset my computer's password?

- Customers can call the Commonwealth Service Desk at 502-564-7576.

Password - My password won't work. What do I do?

- If you have made 3 attempts to logon, it's possible your password has been revoked. Your network userid is your FIRST.LAST name. Contact your local administrator and request they reset your Network password.
- If your userid begins with your agency letters (example of userid prefixes: dt = DOT, re = REV, hr = CFC, hs = CHS) you will need to contact the security staff for your specific agency and request they reset your Mainframe password.

Password- What are some password creation tips?

- In conjunction with using the following password creation tips, it is important to remember that all passwords should contain a special symbol (USE #, *, or @, as these are the only 3 that RACF will allow). If special characters cannot be used then a combination of upper and lower case letters as well as numbers should be employed. Password Tips

Presentations - Where can I download a presentation?

- See Presentations covering topics ranging from our internal structure to national integrated justice issues.

Printing - My application won't print. What do I do?

- Contact the Commonwealth Service Desk at 502-564-7576 for assistance.

RAS - I am using Remote Access Service (RAS) and I can't get to a site on the Internet, what's wrong?

- Try several sites. If you can get to some sites, there is not a problem with the Remote Access Dial-up Service (RAS), it is a problem with the one site. If you still need help, call the Commonwealth Service Center at (502) 564-7576.

RAS - I forgot my password for RAS service, what must I do?

- If you forgot your password for Remote Access Service (RAS), call the Commonwealth Service Center at (502) 564-7576. They will direct you to the Bell South Portal website. Bell South is now providing RAS services for the Commonwealth.

RAS - I forgot the dial-in number for RAS service, what must I do?

- If you forgot the dial-in number for Remote Access Service (RAS), call the Commonwealth Service Center at (502) 564-7576.

RAS - I lost my connection and tried to re-connect, but I get a message that I'm already logged-on.

- Wait 15 minutes and try again. If you still cannot log in, call the Commonwealth Service Center at (502) 564-7576.

RAS - I have a 56k modem, why don't I always connect at 56k?

- The quality of the phone lines in most areas is the biggest cause of slow connections. Most generic brands of modems, although they may say 56k, don't live up to their advertised speeds. As far as 56k modems go, right now NO ONE can connect higher than 53k (even with perfect phone lines) due to the FCC limiting the speed to 53k over regular land phone lines. This limit was imposed to help reduce the amount of "cross-talk" on these lines and makes for the goal of 56k unattainable.

RAS - Sometimes when I try to connect using RAS, I get a busy signal.

- Wait 5 minutes and try again. If, after 3 attempts, you still get a busy signal, call the Commonwealth Service Center at (502) 564-7576. If it is frequently necessary to make several attempts before you get a connection, please notify the Commonwealth Service Center that you are having problems connecting with your Remote Access Service (RAS).

RAS - Sometimes when I'm connected using RAS, my PC quits working.

- It is most likely a configuration or hardware problem with your PC and not a Remote Access Service (RAS) problem, contact your system administrator.

RAS - When I dial in using RAS, I connect O.K., but after a period of time, I loose my connection.

- If using Remote Access Service (RAS) and there is no activity for a period of time, you will automatically be disconnected from the modem.

- If you have the "Call Waiting" feature, you may have had an incoming call. Disable your call waiting to avoid this problem.

RAS - When using RAS, why can't I see all NT servers as soon as I establish a connection?

- You are logging in to a separate Remote Access Service (RAS) when you connect via dial-up. Once connection is established, you must then login to your agency domain using an authorized VPN service.

RAS - Why do some mainframe applications work from Remote Access, while others do not?

- Some mainframe applications require dedicated node names or IP addresses for security reasons. You are probably using the Remote Access Basic Service (RAS). You need to subscribe to the Enhanced Service. The Enhanced Service provides a dedicated TCP/IP address. A GEN request must be submitted if a dedicated node name is required for an application.

Reports - How can I gain access to an electronic report?

- See Document Direct©Software Information

Security - How do I report security breaches (physical and system related)?

- Once your system administrator has confirmed that you have a virus or security breach, he or she will call the Commonwealth Service Desk at 502/564-7576 to report the incident.

Security - How do I secure my site from hackers?

- See Security Overview or visit the Security site at the left hand column on Web page and see below for in depth information and help.

Security - Where can I find security-related enterprise policies?

Enterprise security-related policies include the following:
- Internet and Electronic Mail Acceptable Use Policy
- Internet/World Wide Web Publishing Standards
- Secure Network Architecture Policy
- Anti-Virus Policy
- UserID and Password Policy

You can find these policies on GOTSource at Enterprise Security Policies.

Services - How do I determine what services COT provides?

- The Guide to Services on the COT Home page provides an index of service offerings and an interface for our customers to obtain the required information (forms, instructions, etc.) to transact business with the Commonwealth Office of Technology (COT).

Standards/Policies - Where can I find information on statewide technology standards and policies?

- Enterprise Policies and Standards Web page.

Standards/Policies - How do I request an exception to an enterprise technology standard or policy?

- A formal request may be made using the template provided on at Standards-Exception. In some cases an e-mail is sufficient, sent to Tom.Ferree@ky.gov

Telephone - How do I establish 800/8XX long distance service?

- Agencies wishing to establish (800) long distance service should call 502-573-0270. Agencies must provide a billing address for Bell South Long Distance and the local telephone number that will be receiving the incoming calls. See Telephone - Voice 800.

Telephone - How do I get a foreign language interpretation via telephone?

- Access to immediate foreign language interpreters is becoming a daily requirement for many State Agencies. Please see: Telephone / Voice Foreign Language Interpretation via Telephone

Telephone - How do I order a cell phone?

- Agency directors or the agency's wireless coordinator can place a cell phone order. The order is then sent to the wireless vendor for fulfillment and the phone is sent either directly to you, the user, or to your wireless coordinator located at Wireless Coordinators.

Telephone - How do I order phone service or a phone system?

- Contact a voice analyst by email at: COT Voice Support Or call 502-573-0270 to obtain pricing on equipment needed to meet your communication needs. See Communication Services

Training - How do I obtain IT security training and certification?

- The following training and certification programs provide a value both to professionals and their employers: More

Video Conference - How do I set up a video conference?

- To request a video conference, complete the [KTLN/COT Videoconference Form](#)

Virus - A message I received had an attachment called "alert.txt." Is this a virus?

- No. It only means that that message had been infected at one time. GroupShield has cleaned the message and inserted "alert.txt" to let you know it was cleaned. Double-clicking on "alert.txt" tells you what procedures you should follow.

Virus - Are all the messages I send and receive being scanned for viruses?

- Yes, outgoing email should be scanned by COT's McAfee GroupShield servers before leaving the state network. Incoming email from the Internet is scanned by COT's Content Security Management servers, McAfee GroupShield servers, and finally by your desktop McAfee Virus Scanner. The multiple layers of virus scanning provides added security.

Virus - How can I find out which version of an anti-virus software, dat file , or engine I have?

- Version information for the software, dat files , and scan engine can be found in VShield Properties. To access this information do the following:

  1. Right-click on the VShield icon in the lower right corner of the screen (by the time display). The VShield icon will look like a red V surrounded by a blue shield.

  2. A pop-up menu will appear.

  3. Left-click on About. The About McAfee VShield dialog box will then appear.

  4. Version numbers displayed here are the software version at the top of the box, scan engine, and virus definitions version numbers. Virus definitions are used to remove viruses, trojans, and worms. The creation date of the virus definitions is also displayed.

Virus - How can the anti-virus dat/extra dat updates be performed and how often should this be done ?

- If your agency is using McAfee ePolicy Orchestrator (EPO), the updates should automatically occur on a daily basis. Agencies not using ePO can configure each McAfee desktop client to automatically update dats via autoupdate tasks on a daily basis.   Agency technical personnel can contact the [Commonwealth Service Desk](#) at 502-564-7576 for further information on recommended client configurations and EPO.

Virus - How do I contact corporate support at McAfee ?

- If you are having a problem with McAfee, contact your local systems administrator. If additional help is needed, contact the COT Service Desk at 502-564-7576.   To access McAfee technical support online, go to this site: http://www.mcafee.com/us/support/technical_support/default.asp.

Virus - How do I get the appropriate anti-virus software?

- Please see the Anti-Virus Website or contact COT at 502-564-7576 to find out about current McAfee antivirus contract information.

Virus - I understand that the state's licensing agreement with McAfee allows participants to install the virus protection software, VirusScan, on their home computers free of charge. How do I obtain the software?

- The Home Use option is a low cost addition available for agencies to purchase, but it is not free. Agencies are encouraged to purchase the low-cost optional home use license for their employees, particularly if employees connect or communicate with the state network from their home computers. Additional information can be obtained from the COT Anti-Virus Website or contact COT at 502-564-7576.

Virus - How do I temporarily disable VirusScan?

- Select Start, Programs, Network Associates (or McAfee), VirusScan Console. Select On-Access Scanner. Right Click and select Disable. Be sure to remember to re-enable On-Access Scanner when you are ready for it to resume normal scanning.

Virus - I had Outlook's preview pane open & received message with known virus. Is my PC infected?

- While becoming infected usually requires user action, some viruses can infect systems that have the preview pane open. It is recommended that the preview pane be disabled.

Virus - I received & opened a message with a subject I've heard is a virus. Is my PC infected?

- Not necessarily. Becoming infected requires user action. If you opened the message but didn't double-click on the attachment, chances are good that you're not yet infected. If the attachment is named "alert.txt," then GroupShield has already scanned and cleaned the message. Contact your local systems administrator or the Commonwealth Service Desk if you are unsure.

Virus - I'm certain my PC has been infected with a virus. What should I do?

- Shut your computer down immediately. Call your systems administrator or local technical support to have them clean your PC and determine why anti-virus software was not correctly operating on your PC. They will determine if a virus is confirmed and report it to the Commonwealth Service Desk at 502-564-7576.

Virus - What products are included in the state's agreement with McAfee?

- The State has an agreement with McAfee to enable purchasing of anti-virus, anti-Spyware, Firewall, and home use software for servers and workstations using several major operating systems including MAC, Linux, AIX and Windows.   Other products available include ePolicy Orchestrator to manage and enforce anti-virus policies.

Virus - What are dat files?

- The dat files contain signatures and definitions to identify viruses. New dat files are released daily .   COT recommends that the updates be applied to workstations and servers daily when released.

Virus - What else should I do to further protect my computer(s) from viruses, trojans, worms, etc?

- Besides you or your agency keeping your McAfee up to date and applying critical operating system patches regularly, you should secure network shares and apply any other critical updates recommended by your agency . You should ensure that all network shares are as secure as possible. It is a good policy to never allow the Everyone or Domain Users group to have full control or change access to a network share. Do not open suspicious email messages, particularly from unknown senders.

Virus - What is ePolicy Orchestrator?

- The most critical element of defending your network against virus infection is keeping your anti-virus software up to date. ePolicy Orchestrator (ePO) makes it easy to know whether you have the latest protection. It includes comprehensive policy management, detailed graphical reporting, and software deployment enabling administrators to ensure virus protection more effectively. Check with your McAfee cabinet-designated represented for additional information.

Virus - What are GroupShield and Content Security Management (CSM)?

- GroupShield scans emails and helps to prevent propagation of viruses in state government and the internet. Content Security Management (CSM) also scans email for spam, unwanted, and malicious content.

Virus - What is the difference between an anti-virus Update and Upgrade?

- Update refers to downloading and installing newer virus signature (dat) files and/or scanning engine . Upgrade refers to obtaining a newer version of the McAfee Software.

Virus - How do I get more information about anti-virus licenses?

- The state has an agreement for its anti-virus software with McAfee . To obtain the software, please see current information on the Anti-Virus Web Page or contact the Commonwealth Service Desk at 502-564-7576 for further information.

VPN - Can I use FTP or other utilities while I have a VPN session open?

- Yes, VPN client software does not prevent you from using any software. VPN client software will only encrypt data with a destination of the VPN link. If an FTP session to a nonVPN destination is desired, then the FTP session would proceed as if VPN client software were not there.

VPN - Can I use my own VPN server for external access to my network?

- No. This access would circumvent the security of the networking environment.

VPN - Can I use VPN with DSL or cable modem?

- Yes, with some special handling by the ISP (Internet Service Provider). The most desirable method would be for the ISP to provide a dedicated public IP number (Internet routable) for the customer and would also need to support Internet Protocol Security (IPSec) through their network. Private IP numbers (Not Internet routable without translation) will work provided the ISP will provide the customer with a static network address translation (NAT) and the necessary port mapping to allow IPSec to function.

VPN - Can I use VPN with my ISP account?

- It is possible to use VPN with some ISPs; however, we have found that AOL's dial-up adapter does not work with the current VPN client.

VPN - Can the VPN account be shared by more than one user?

- No. Each user will be required to have their own account.

VPN - Do I need to purchase additional hardware for a VPN?

- No. The customer only needs to install client software on their PC and have the appropriate accounts created by COT. This software has been tested and approved for Windows 95/98, Windows NT, and Windows 2000 workstations.

VPN - Do I need VPN services if I use dialup services?

- Dialup only provides a connection to the KIH network; it does not provide the capability for an encrypted link. If an encrypted link is desired, then VPN services are required.

VPN - I am behind a non-COT managed firewall. What ports do my firewall adm. need to open?

- First you need to subscribe to the VPN Enhanced Service. Then your firewall administrator must open the following ports on your firewall: IP Protocal 50 - for IPSEC; UDP500 - for the initial handshake; UDP10001 - for ESP and NAT Traversal functions.

VPN - I can't connect to the VPN service. I'm getting an error message unable to resolve IP address.

- VPN Connection requires Internet access. Go to your Internet Explorer and try to go to several Internet sites, i.e.google.com,yahoo.com, msn.com. If you can't get to any of these sites, you Internet is down and VPN will not work until you fix your access to the Internet.

VPN - I forgot my password(s) or group id for VPN service, what must I do?

- If you forgot your password(s) for Virtual Private Network (VPN), call your organization's Agency Security contact. Passwords can only be given to the account holder.

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VPN - I get an error that states I am unable to login please consult the switch log.

- More than likely you are incorrectly entering one of your passwords or usernames. Both your username and group ids and both passwords are case sensitive and must be entered exactly as they were created. Call the Commonwealth Service Desk at 502-564-7576. The switch logs can be viewed to determine what is being done incorrectly.

VPN - I get an error that states I'm unable to login please consult the switch log.

- More than likely you are entering one of you passwords or usernames is wrong. Both you username and group ids and both passwords are case sensitive and must be entered exactly as they were created. Call the Commonwealth Service Desk at (502) 564-7576. The switch logs can be viewed to determine what is being done incorrectly.

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VPN - I was notified that I was given access to VPN. I didn't request it. Who did?

- Only Agency Security Contacts can request VPN accounts. If you have received notification that you now have access to VPN then check with your Agency Security Contacts to see why they requested VPN service for you.

VPN - Is VPN the same thing as an Extranet?

- No. Most VPNs can be designed to work as an extranet. But not all extranets are VPNs. A VPN can be used as an extranet but a VPN normally has much higher security associated with it. A VPN connection to the interior protected network usually requires the establishment of a tunnel and the encryption of data passed between the users PC and interior resources.

  The common definition of an extranet is a type of network that gives outside users access to data residing inside a network. Users access the data through a web browser over the Internet and typically need to enter a user name and password before access to the data is granted. The web-based Outlook client is an example of an extranet.

VPN - What do I need to be able to do VPN?

- In order to communicate with the VPN server, each PC has to have the VPN client software installed. This piece of software will be available to the LAN administrator for the agency. It is an easy-to-install program and requires minimal configuration support when installed.

VPN - What is a Virtual Private Network?

- Visit our VPN service offerings: [VPN](VPN)

VPN - What is the cost of this service?

- Visit our VPN service offerings. [VPN](VPN)

VPN - What types of encryption can be used in VPN applications?

- Virtually all of the common encryption technologies can be used in a VPN. Most VPN equipment vendors give the user a choice. Encryption types range from the 40-bit built-in encryption offered by Microsoft under Windows 95 to the more complex encryption technologies like triple-DES. Our network uses triple DES exclusively.)

VPN - Who can use VPN services?

- VPN clients can be Commonwealth employee's, contractors, or special interest groups that have been approved by Agency authorities.

VPN - Who decides what goes into an agency firewall security policy?

- The policy design is a team effort. The firewall administrators meet with representatives of the agency to develop a policy. The firewall administrators will explain some of the common things that are generally secured and then work with the representatives to develop a security policy for the agency. The agency ultimately owns responsibility and authority over the exact security policy that is in place.

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VPN - Who will support VPN service?

- COT will maintain the central site VPN server and provide the client software to agency technical contacts for installation. The Agency LAN administrators will be responsible for VPN client software installation and the support of applications used via the VPN service. As stated earlier, installation instructions for Windows 95/98/00 and Windows NT workstations will be provided.

VPN - Will I need a user account and password for VPN services?

- Yes, when signing up for the service, each potential user will be assigned a user account and password.

VPN - Will VPN cause me any performance issues?

- No significant performance issues were noticed during testing.

VPN -I can't connect to the VPN service. I am getting an error message unable to resolve IP address.

- VPN connection requires Internet access. Go to your Internet Explorer and try to go to several Internet sites, i.e.google.com,yahoo.com, msn.com. If you can't get to any of these sites your Internet is down and VPN will not work until you fix your access to the Internet.

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- If you forgot your password(s)for Virtual Private Network (VPN), call your organization's Agency Security Contact and have them call the Commonwealth Service Desk at (502) 564-7576. Passwords cannot be shared with the Agency Security contact. Passwords can only be given to that account number.

VPN-When login get a message that maximum number of connections have been reached & cannot login.

- Call your organization's Agency Security Contact and have them call the Commonwealth Service Desk at 502-564-7576. We will have to clear your connections.

Workstation - A clock or an hour glass appears on my screen and my computer is locked up.

- A clock or hour glass indicates something has slowed down or stopped. If you are using a PC it could mean a network slowdown, communication outage, or a problem with the program you are using. If you are using a "Dumb" terminal, a clock could indicate a communication outage, or a problem with the program you are using. In either case, contact the Commonwealth Service Desk at 502-564-7576 for assistance.

Workstation - How can I find my Work Station name?

- If you are using a "Dumb" Terminal (Telex model), your NODE NAME can be found on the Kentucky Statewide Network menu. This is the main menu screen you see when you power on your equipment. If you are using a PC (Gateway, Compaq, Dell) - click START > Settings > Control Panel > Network > Identification Tab > Computer Name.

Workstation - I'm getting a blank screen with a Lightning Bolt. What do I do?

- What you do depends on the type of equipment you are using. For a PC (Gateway, Compaq, Dell) - Disconnect and reconnect your mainframe session. This is done by clicking on the X in the upper right hand corner. Once you disconnect from the mainframe, try to connect again. If the problem persists, contact your local administrator. They will verify any specific PC/Building issues. If they verify all is working as it should, then contact the Commonwealth Service Desk at 502-564-7576 for further assistance. For a "Dumb" Terminal (Telex model) - Check your controller. If the controller shows a HOST message in the display window, you can attempt to IML the controller. If the controller shows 1174 and everyone still shows the Lightning Bolt, contact the Commonwealth Service Desk at 502-564-7576 to verify any communication problems.

Workstation - My computer isn't responding.

- Is everyone around you having the same problem? Or just you? If you are on a PC (Gateway, Dell, Compaq), contact your PC/Network administrator. They will make the initial problem determination and advise you. If you are the only one having a problem and you feel comfortable

with your equipment, reboot. If you are on a "Dumb" Terminal (Telex model) a larger problem may exist. If everyone in the office is having the same problem, you can IML the controller. If the problem persists, contact the Commonwealth Service Desk at (502) 564-7576.

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